GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:2097
ANSWERED ON:05.03.2003
PUBLIC UTILITY SERVICES
KINJARAPU YERRANNAIDU;RAM PRASAD SINGH

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Government are aware of the low capacity of number 197 and other public utility services and the consequent problems that are being faced by the people;

(b) if so, the reaction of the Government thereto;

(c) whether DOT proposes to shift staff from utility service like `197` to other sections in Hyderabad;

(d) if so, the details thereof and reasons therefor; and

(e) the action taken to update directory information and also to revamp 197 service?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY(SHRIMATI S MAHAJAN)

(a) The capacity (number of junctions)of 197 and other public utility services are sufficient.

(b) Does not arise in view of (a) above.

(c) No, Sir.

(d) Does not arise in view of (c) above.

(e) Sir, with the commissioning of DOTSOFT which is an Integrated Customer Care and Billing Software Package, Directory Information `197` service is now updated promptly and regularly.